

THE PROCEDURE FOR RECEIVING AND PROCESSING CONSUMER

The procedure for receiving and processing consumer complaints at MCF 'IMON' is established based on the Law of the Republic of Tajikistan 'On Appeals of Individuals and Legal Entities' and the 'Instructions for Handling Appeals from Individuals and Legal Entities at MCF IMON.'

All complaints from customers will be considered within the timeframes established by the Law of the Republic of Tajikistan 'On Appeals of Individuals and Legal Entities' and will be reviewed by the officials of MCF 'IMON.' The total review period for appeals shall not exceed 30 calendar days. The applicant will be notified of this within three business days.

MCF 'IMON' accepts customer complaints in both written and oral forms.

The procedure for contacting the organization responsible for receiving and processing customer complaints at MCF 'IMON':

Person responsible for processing customer complaints: Alidzhonzoda Atobek

Address: Republic of Tajikistan, Khujand city, 19th microdistrict, house 55

Contact phone: (+992) 92 822 23 53;

Email: info@mcf-imon.tj

THANK YOU FOR YOUR INQUIRY!